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MILITARY ★ CAC.COM

The Definitive Source for Everything CAC
CAC (Common Access Card) help for your **personal computer**

ChiefsCACSite.com, CommonAccessCard.us, CommonAccessCard.info, ChiefGeek.us, MilitaryCAC.info, MilitaryCAC.us, MilitaryCAC.org, MilitaryCAC.net, & MilitaryCAC.mobi

NOTES PAGE aka "ONE-STOP SHOP"

This page has everything you need in ONE place to successfully install and use your CAC on your Windows home computer.

[Download / Save this page as PDF](#)

Visit [https://www.us.army.mil/suite/doc/22746022](#) for a single install file including the software listed below: DoD certificates, ActivClient 6.2 (32 & 64bit), Lotus Forms & PureEdge and Approvelt 6.1 (beware: file size is over 157MB)

Quick Jump:
1.   [Installing the CAC Reader Driver](#)
2.   [Install DoD Certificates](#)
3.   [Install ActivClient Software](#)
4.   [Install Lotus Forms Software](#)
5.   [Install Approvelt Software](#)
6.   [How to Sign a form digitally](#)
7.   [You can now access DTS](#)

Step 1: Installing the CAC Reader Driver
🆕 Video Installation Instructions (https://militarycac.com/videos.htm#firmware) 🆕

Plug your CAC reader in before proceeding

NOTE: Please check and make sure your CAC reader installed <u>BEFORE</u> you attempt to download the drivers below. Most of the time, the New hardware wizard will install the CAC reader automatically, negating the need for you to install the driver.

To Verify your driver did (or did not) install, follow these instructions:

<u>Vista & 7:</u> Right click *Computer*, select *Properties*, *Device Manager* link (upper left corner of your screen), scroll down to *Smart card readers,* select the + (or arrow) next to it to open it up. If your smart card reader is already listed, you can go to the next step of installing the DoD certificates below.

<u>XP:</u> Right click *My Computer*, select *Properties*, *Hardware* tab, *Device Manager* button, scroll down to *Smart card readers*, select the + next to it to open it up. If your smart card reader is already listed, you can go to the next step of installing the DoD certificates below.

NOTE: If it did not install correctly… Try this first: Go to: Device Manager (Instructions are above), scroll down to Smart Card readers, right click the CAC reader that shows up below *Smart Card Readers*. It could also be under *unknown devices.* Select *Uninstall*. It will may give you a message regarding removing drivers, Select Yes. Once it is uninstalled, unplug the reader from your computer. Wait a few moments, then plug it back in. It "should" start to install itself. If that doesn't work, keep reading for more ideas.

IF you did not see a *Smart card readers* option when checking, THEN follow these steps.

To install a driver onto your computer for a CAC reader, you will need to first download the correct driver for the hardware you purchased, I have drivers for several USB Readers on: https://militarycac.com/usbreaders.htm, Keyboards on: https://militarycac.com/keyboards.htm, & Laptop cards on: https://militarycac.com/laptopcards.htm.

Unzipping -

Windows XP, Vista, & 7 - Save the zip file to a location of your choosing. Once you have the zip file downloaded, open the zip file (Windows built in zipping program). Copy the folder inside to a new folder. It will

unzip the contents, (This is the folder you will need when you are doing the steps below). You can also use the *Extract All* Files button (on the left under Folder Tasks, under File, Extract All). It will then ask where you want to save the file too. I recommend just putting a backslash (\ ) at the end of the location already on the screen.

WinZip- Use the Extract button. It will ask you where you want to save the extracted files to, I recommend your desktop. Click the desktop icon on the left. Push the little yellow folder in the upper right corner of this active window. It will prompt you for a name for the folder (type in CAC Driver). Hit OK, then select Extract (lower right corner of this window). You should now see your new folder on your desktop to open up. Keep this for a later step.

Updating the Driver -

Windows 7 & Vista - Right Click on Computer, Select Properties. Click the Device Manager link (on the left side of your screen). Select the little triangle next to Smart Card Readers. Right click the USB Smart Card Reader, Update Driver software. Browse my computer... Select Browse and then desktop (or wherever you decided to make the folder). Select the folder and then OK. Next, Your driver will be installed.

Windows XP - Right Click My Computer, Select Properties, Go to the Hardware tab, Select Device Manager, Select the + next to Smart card readers. Right click on USB Smart Card Reader. Select Update Driver, then No, not at this time, Next, Select Install from a list or specific location (Advanced), Next, Unselect Search removable…, Select Include this location in the search:, now hit Browse, find the folder we made a few moments ago. All you have to do is select the folder and hit OK, Next, It should do the rest on its own. Select Finish when complete.

NOTE: If you are using an SCR-331 CAC Reader on Vista or 7 and are still having problems getting the reader to be recognized by ActivClient, try updating the firmware on the reader.
https://militarycac.com/cacdrivers#FIRMWARE_UPDATE

Step2: Installing the DOD Certificates
Video Installation Instructions (https://militarycac.com/videos.htm#DoD)

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DOD InstallRoot 3.13a issued on 3 February 2010

Download the DoD Certificates https://militarycac.com/CACDrivers/InstallRoot_v3.13A.exe

Select *Run* when prompted to *Run* or Save the file, you will see a DOS black screen flash up, and have words scrolling on the screen. You have just installed the DoD certificates on your computer. (This is the easiest portion of the software install).
NOTE: Windows Vista & 7 will show a message that the file might not have installed correctly. Select "*This program installed correctly.*"

You may also download the DoD certificates from the following links:

https://www.us.army.mil/suite/doc/21291437
Your Internet Explorer may prompt you with a banner stating it blocked this site from downloading files to your computer. Click the box for the option to Download File. Nothing will happen, so, now go back and click the link again above. Now it will give you the option to Run, Save, or Cancel.

-or-

The DoD PKE public site: https://www.dodpke.com/InstallRoot/ also has the latest DoD Certificates.
Right click, Save target as on the **InstallRoot 3.13_A.zip** file to a location of your choice. Once it is downloaded, go to the location you just downloaded it to. Right click the zip file and select Extract all. Pay close attention to where it wants to save the file to, it will create a folder where it will extract the files into. NOW double click InstallRoot_v3.13A.exe file. It will be the one that is 313KB in size and file type will be Application.

-or-

The DoD PKE (Public Key Enablement) website on AKO
https://www.us.army.mil/suite/page/474113 (Requires CAC logon to access)
Click on downloads, scroll down to InstallRoot v3.13 Command-Line Executable (A, B, J, S & X) for Microsoft Windows. The download link will be in blue under the mentioned header. **You only need InstallRoot A**

More information regarding DoD certificates can be read at the bottom of: https://militarycac.com/dodcerts.htm

Step 3: ActivClient is the software that allows your CAC reader to communicate with your Windows Operating System
🆕 Video Installation Instructions (https://militarycac.com/videos.htm#ActivClient) 🆕

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Download location below is for **Army personnel only** (Other Federal agencies, look here
https://militarycac.com/index.htm#Army_users to find out where to get the software)

*If you don't know which version of Vista or Windows 7 you have look below BEFORE
downloading the wrong one*

NOTE: If you have a PIV II compliant CAC (back shows: "Gemalto TOP DL GX4 **144**" or "Oberthur ID One 128
v5.5 Dual") and you are using Windows 7, you may be able to use your CAC without any middleware.
Visit https://militarycac.com/noactivclientwindows7.htm

Windows 7 *(32bit)***, Vista** *(32bit)***, & XP** users download ActivClient 6.2 from:
https://www.us.army.mil/suite/folder/21154519
Click on link titled: *ActivClient CAC x86 6.2 (15,222.5 KB msi file) select Save (save to your computer), now
follow instructions below.*

Vista *(64 bit)* and **Windows 7** (*64 bit*) users download ActivClient 6.2 from:
https://www.us.army.mil/suite/folder/21154526
Click on link titled: *ActivClient CAC x64 6.2 (12,316.5 KB msi file) select Save (save to your computer), now
follow instructions below.*

If you are unsure which version you have, here is how to find out:

Vista & Windows 7, Right click *Computer*, Select *Properties*. Look under the System section, System type: you
will see **32** or **64-bit** Operating System.
XP, Right click My Computer, Properties. If it *doesn't* say **64-bit**, you have a **32-bit** Operating System.

ACTIVCLIENT 6.2 INSTALLATION INSTRUCTIONS
(for all versions of Windows):

Double click the file you just downloaded, *Next*, Select "*I accept the terms...* ", Next, verify Typical is selected,
Next, Install, (It may pause at this screen for a little while, be patient. Vista & 7 may prompt you to allow the
following program to install software on this computer?, Select *Yes*. Uncheck the Show the readme file box
(unless you want to read it). Hit Finish. You may be prompted to restart your computer. I was for 64 bit, but not
for 32 bit Windows 7).

You are now ready to install Lotus Forms and Approve It now, then restart your computer.

ACTIVECLIENT INSTALLATION PROBLEMS AND SOLUTIONS
https://militarycac.com/errors2.htm#ACTIVECLIENT

PLEASE NOTE: The following Operating Systems are **NOT SUPPORTED** by the ActivClient software above: Windows ME, Windows NT 4, Windows XP Tablet PC Edition or any earlier versions of Microsoft Windows and non-Microsoft OS' such as

(Apple   or Linux   )
https://militarycac.com/apple.htm   https://militarycac.com/linux.htm

Step 4: Lotus Forms is the forms program in use by the Army and Air Force
NEW Video Installation Instructions (https://militarycac.com/videos.htm#LotusForms) NEW

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Download software from:
Please know that as of: 1 December 2010, CHESS is CAC Only. They are 1 year ahead of schedule based on this memo.
https://chess.army.mil/ascp/commerce/download/lotus_forms_viewer.jsp
(The CHESS website has scheduled outages: Saturdays between 2-5 AM EST and the 2nd & 4th Tuesday of the month between 7-12 PM EST)

NOTE: You may have to register for this site when you first access it. This is the same site where you will download ApproveIt and can order computers with the Government employee discount.

Click the Link Titled: Download Software, (you will be prompted to logon with your AKO account). Click the link titled: *Lotus Forms Viewer Application* , Save it to your computer. Once it is downloaded, double click the file titled: *LotusForms351.exe, [*When it says it will take a few minutes, it really does]. When little box closes it is done installing.

LOTUS FORMS INSTALLATION PROBLEMS AND SOLUTIONS

https://militarycac.com/errors2.htm#LOTUS

The ideas on this website are from my personal experience. I have been told by Army Publishing Directorate (APD) to send XP & Vista users to their help desk so they become aware of the problems with this program. 703-428-0545 (0700-1700 EST Monday - Friday) or apdfcmp@conus.army.mil (If you are having problems accessing the CHESS website, you can email the CHESS help desk at CHESS@conus.army.mil to report an issue with obtaining the software).

They will not support Windows 7 users, so, keep searching this website if you are a Windows 7 user. (I do not plan on leaving you "hang out to dry)."

To get DA forms go to the Army Publishing Directorate website http://www.apd.army.mil/ , click on the DA Forms button http://www.apd.army.mil/USAPA_PUB_formrange_f.asp under EForms, find the form you want (in the range of form numbers). Right click the XFDL link to the right of the form you want, Select *Save Target As* . Save it to your computer and you will have the form for later. You can also click the link, it will open up your Pure Edge software automatically (only if using Internet Explorer 6, 7, or 8). All other browsers will have to use the Right click, Save As option to save your form.

Download the Air Force version of Lotus forms:
http://www.e-publishing.af.mil/shared/media/epubs/resource/LFViewer_3551_Public.zip

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Step 5: The Approve It software makes it possible for you to digitally sign forms
🆕 Video Installation Instructions (https://militarycac.com/videos.htm#LotusForms) 🆕

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Download software from:
Please know that as of: 1 December 2010, CHESS is CAC Only. They are 1 year ahead of schedule based on this memo.
https://chess.army.mil/ascp/commerce/download/silanis_approvelt.jsp
(The CHESS website has scheduled outages: Saturdays between 2-5 AM EST and the 2nd & 4th Tuesday of the month between 7-12 PM EST)

Click the link titled: *Download Software* (you may need to login). Once you've logged in, Click link titled: *Download Software* (again), click link titled: *Silanis ApproveIt Desktop Software*. Save to your desktop or Download folder (This file size is 43.1 MB, so it may take a while to download). Once it is downloaded, double click the file titled: ApproveIt_6.5.exe, Select *Run*. It will automatically try to place it in a temporary folder location. [I highly recommend you select a different location], Select the *Browse...* button to change

to place it in a temporary folder location. (I highly recommend you select a different location). Select the Browse... button to change the location, I recommend you select your desktop. Select OK, then Unzip. Select OK at the message telling you 17 file(s) unzipped successfully, then close the WinZip Self-Extractor box. Now go to that location you just extracted the files to and open up the Approvelt 6.5 folder and Double click *AGMInst.exe* Army Star logo (it will be **319 KB** in the size column) (or might show application) (Windows 7 & Vista users will be prompted with the User Access Control, simply select Yes). A box will pop up informing you it is installing Approvelt Desktop 6.5. Please wait, this will take a few minutes will appear for a little while. The program does not inform you when it finishes installing so, I recommend you go to: Uninstall a program (Vista / Windows 7), or Add/Remove Programs (XP) to ensure the software installed (it will be titled: Approvelt Desktop). **Restart** your computer, then come back to this page to use the Sample Form below.

NOTE: XP users may need to go into the *Source* folder and click *Setup.exe* (82KB) if the above instructions did not work.

Use this Sample Form https://militarycac.com/files/a3161.xfdl to test your digital signature.

UPDATED! NOTE: This will only work on Internet Explorer 6, 7, or 8. If you are using IE 9, Firefox, Chrome, Safari, or Opera you will need to right click the "sample form" link and select Save Link As / Download Linked File As / Save to Download Folder. Save it to your desktop, then test from your desktop. My computer also downloaded it as a .txt file, so, I right clicked it and changed it to .xfdl

APPROVEIT INSTALLATION PROBLEMS AND SOLUTIONS
https://militarycac.com/errors2.htm#APPROVE_IT

The ideas on this website are from my personal experience. I have been told by Army Publishing Directorate (APD) to send XP & Vista users to their help desk so they become aware of the problems with this program. 703-428-0545 (0700-1700 EST Monday - Friday) or apdfcmp@conus.army.mil (If you are having problems accessing the CHESS website, you can email the CHESS help desk at CHESS@conus.army.mil to report an issue with obtaining the software).

They will not support Windows 7 users, so, keep searching this website if you are a Windows 7 user. (I do not plan on leaving you "hang out to dry)."

If the word Sign stays "grayed out" attempt this first https://militarycac.com/uninstApprovelt.htm

If it still doesn't work please visit: https://militarycac.com/errors2.htm#SIGN_IS_GRAY to download Approvelt 5.7.3. Please read and follow the instructions (on that page) to install successfully.

If you receive an ePersona message, or "Add digital ID" with the choice of, I want to sign this document using?   Do this to correct it:

Close Lotus Forms or PureEdge (if it is open). Go to: C:\Program Files\ApproveIt\,
double-click the icon that looks like a wrench titled: "AprvCfg.exe". On the Signature
Method tab, make sure the radio button is on the bottom choice - "Sign using a
certificate or smart card." Don't change anything else. Click Apply, then OK

After you click "Sign" in Lotus Forms or PureEdge, it may take a few minutes for the list of
certificates to pop up. Be patient. Choose the certificate that doesn't say
Email, and put a check in the box that says "Use this certificate as default" (if this is your personal computer).

Step 6: Digitally signing a form seem confusing? then follow these simplified instructions
NEW Video Installation Instructions (https://militarycac.com/videos.htm#Digitally_Signing) NEW

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Visual steps https://militarycac.com/files/Digitally_Signing_a_form.pdf

With a form open and your CAC inserted in the card reader
Single click the area that looks like a little slanted pen with some writing after it
Read the disclaimer, hit OK
Click the word **_Sign_** *(not OK)*
Select your name (the one **_without_** *the word email* in it), then OK
You should see your name, once you do, click the word *Sign*
It will prompt you for your PIN, type it in, then select OK
Once you read *Signature is valid*, Select OK
You have now signed your form

If you are interested in knowing how to digitally sign a memorandum, this is how to do it
(https://militarycac.com/files/digital signature.doc) (Word 2003 & 2007 only)

If your organization uses DTS (Defense Travel System)
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Visit:
http://www.defensetravel.osd.mil/dts/site/index.jsp

When you go to the above link, it will check for DBSign Universal Web Signer, if you don't have it, it will automatically install

Mac and Linux users can access DTS

Known problems and cures for DTS can be found at: https://militarycac.com/errors2.htm#DTS
DTS "Smart book" can be downloaded from: https://militarycac.com/dts.htm

Symantec Antivirus

https://www.acert.1stiocmd.army.mil/Antivirus/Home_Use.htm

Note: You need to know if your computer is 32 or 64 bit version of Windows.

Vista & 7: Right click Computer, Select Properties, under System, System type you will see either **32** or **64** bit Operating System.
XP: Right click My Computer, Select Properties. If you don't see 64, you have a 32 bit Operating System.

Windows users can download Symantec or McAfee for FREE

Macintosh users can download Norton or Virex for FREE.

Discounts on New Computers obtained through the Computer Hardware, Enterprise Software and Solutions (CHESS).

Government Employee Purchase Program (includes Apple, Dell, HP, IBM, and Microsoft)

https://chess.army.mil/ascp/commerce/empPurchase/govtEmpPurchase.jsp

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